

AT&T

**DEFINITY® Communications System
and System 75
7444 Voice Terminal
User's Guide**



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HEARING AID COMPATIBILITY

This equipment is compatible with the inductively coupled hearing aids prescribed by the Federal Communications Commission (FCC).

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Your 7444 Voice Terminal

The 7444 voice terminal is designed so that you can conveniently use the many features of the DEFINITY® Communications System and System 75. Familiarize yourself with your voice terminal, shown in Figure 1 below and explained on the following page.

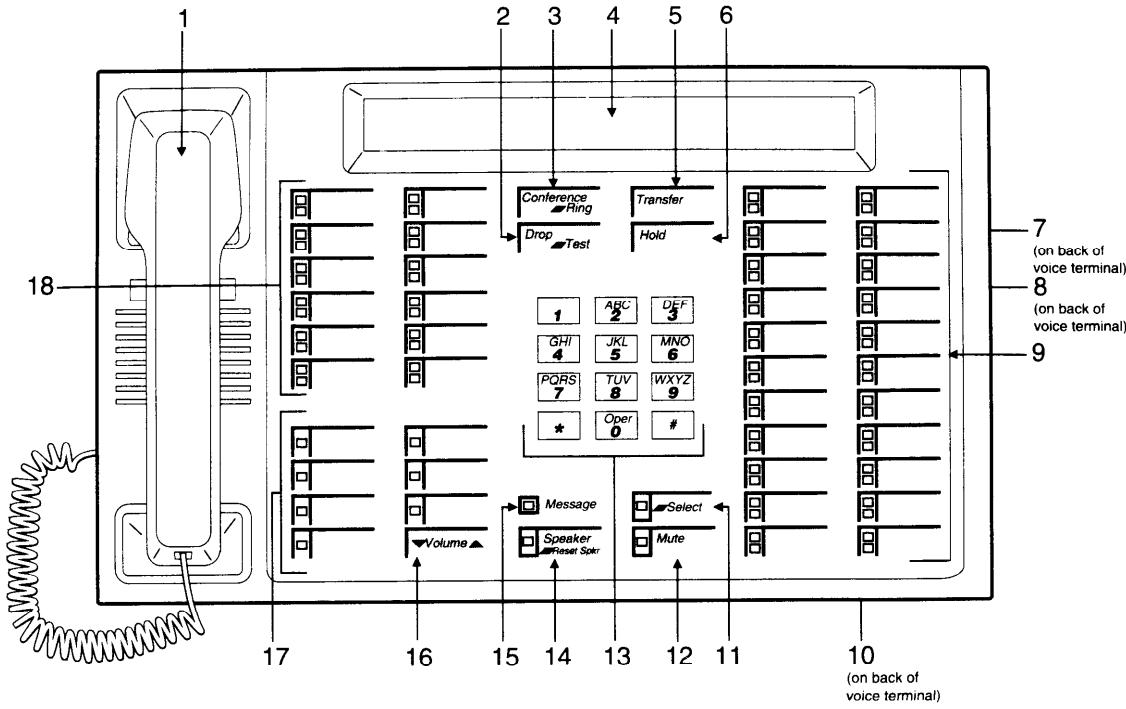


Figure 1. 7444 Voice Terminal

Starting with the handset and continuing clockwise:

1) Handset	For placing and answering calls (also known as the receiver).
2) Drop/Test button	For disconnecting from a call. When used with [Select] , you can test the lights, ringer, and display on your voice terminal.
3) Conference/Ring button	For setting up conference calls. When used with [Select] , you can select your own personalized ring.
4) Display	A built-in 2-line by 40-character vacuum fluorescent display.
5) Transfer button	For transferring a call to another voice terminal.
6) Hold button	For putting a call on hold.
7) Speakerphone/ headset jack (on back of voice terminal)	This jack is used for connecting an external speakerphone or a headset adapter to your voice terminal. The jack is labeled  .

8) Line jack (on back of voice terminal)	This jack is used for connecting a line cord to your voice terminal. The jack is labeled "LINE."
9) Call appearances/ feature button	These 22 buttons can be used for <i>either</i> incoming and outgoing calls (call appearances) and are labeled with an extension number or accessing features (feature buttons) and are labeled with a feature name. Each has a red in-use light to tell you this is the line you are using or that this is the line you will get when you lift your handset. The green status light next to each call appearance and feature button tells you the line or feature is being used.
10) Microphone (on back of terminal)	This is the location of the built-in speakerphone microphone.
11) Select button	Can be used in 3 different ways: 1) Used with [<u>Drop Test</u>], to initiate a self-test of your voice terminal; 2) Used with [<u>Conference Ring</u>], to select your own personalized ring from among 8 available patterns; 3) Used with [<u>Speaker Reset Spkr</u>], to perform an acoustic test of the environment and adjust the speakerphone to the surrounding acoustic environment for optimal performance.
12) Mute button	For turning off the microphone of the built-in speakerphone or the handset so the other person cannot hear you. Note: If your voice terminal is set for the Speaker (listen-only) feature, pressing [<u>Mute</u>] while on a call using the handset will affect <i>only</i> the microphone associated with the handset. When you use the Speaker feature, the Mute feature is also activated and the light next to [<u>Mute</u>] is always on.
13) Dial pad	The standard 12-button pad for dialing phone numbers and accessing features. The letters, "Q" and "Z," have been added to the appropriate dial pad keys for directory access, and the "5" button on your dial pad has raised bars for visually-impaired users.
14) Speaker/Reset Speakerphone button	For using the speaker <i>or</i> the built-in speakerphone and microphone combination. When you touch [<u>Select</u>] and then [<u>Speaker Reset Spkr</u>] (if your voice terminal is set for the Speakerphone feature), you hear a set of tones as the speakerphone performs an acoustic test of the environment. When the tones stop, your speakerphone has finished adjusting itself for optimal performance and is ready for use.

Note: Your voice terminal can be set for either the Speaker (listen-only) feature or the Speakerphone (listen and talk) feature. Check with your System Manager to see how your Speaker button is to be used.

15) Message light	A red light which goes on when a message has been left for you.
16) Volume control button	For adjusting the volume of the speaker or the built-in speakerphone when you are on a call, or for adjusting the volume for the tone ringer when you are not using the speakerphone.
17) Display control buttons	Each of these 7 buttons accesses a display feature, such as Inspect. Each button is labeled with a feature name.
18) Call appearances/feature buttons	At least 3 of these 12 buttons are devoted to incoming and outgoing calls (call appearances) and are labeled with an extension number; the remainder access features (feature buttons) and are labeled with a feature name.

What the Features Do

Here are brief descriptions of 31 features, including what each one does and how you might want to use it. The first 24 are voice features and the final 7 are display features.

Note: You will automatically have the following features on your voice terminal: Conference, Drop, Hold, Message, Mute, the Select Button, Select Ring, Self-Test, and Transfer voice features and Normal mode among the display features. You may also be able to use the Speakerphone (and Reset Speakerphone) or the Speaker feature. Check with your System Manager to see what other features you can use with the DEFINITY Generic 1 or the System 75 switch.

Voice Features

Abbreviated Dialing (AD) Allows you to store selected phone numbers for quick and easy dialing. Each number can be a complete or partial phone number, an extension number, or a trunk or feature code. Abbreviated Dialing offers 4 possible types of lists—personal, group, system, and enhanced—and you can be assigned a total of 3 out of the 4 lists. Numbers on a personal list are programmable by you; numbers on all other lists are programmable only by the System Manager. Use as a timesaver for dialing frequently called, lengthy, or emergency numbers.

Automatic Callback Sends you a special 3-burst ring indicating that a previously busy or unanswered extension is now available. Use to avoid constant redialing when you wish to speak to someone who is frequently busy on the phone or in and out of the office.

Note: Can be used only for extensions, not outside numbers.

Bridging Permits you to answer or join in calls to someone else's extension by pressing a **bridged appearance button** on your voice terminal. This button can be any call appearance button labeled with another user's primary extension number, as assigned to you by your System Manager. Use to assist in handling calls for a designated co-worker.

Call Coverage Provides automatic redirection of certain calls to your voice terminal for answering. (Your System Manager determines which calls will be sent to you.) Use to answer calls for other extensions for whom you provide coverage.

Note: If you have **Go to Cover**, you (the calling party) can send internal calls directly to coverage any time during the call attempt (the person you call must be in a call coverage group).

Call Forwarding All Calls Temporarily forwards all your calls to another extension or to an outside number, depending on your system. Use when you will be away from your voice terminal and you want your calls to be forwarded to a phone number of your choice.

Call Park Puts a call on hold at your voice terminal, for retrieval at any extension. Use when you need to go elsewhere to get information during a call, or whenever you wish to complete a call from a different location. Also, if the call received is for someone else, use it to hold the call until the called party can answer it from the nearest available voice terminal.

Call Pickup Lets you answer a call at your voice terminal for another extension in your pickup group. Use when you wish to handle a call for a group member who is absent or otherwise unable to answer.

Note: You can only use this feature if you and the called party have been assigned to the same pickup group by your System Manager.

Conference Allows you to add parties to a call, so that you can conduct up to a 6-way conversation. (If you wish to conference more than 6 parties, call your attendant for assistance.) Use to set up time-saving conferences, or to spontaneously include a party important to a discussion.

Drop Disconnects from a call without requiring you to hang up the handset or press the switchhook. Can also be used with the Conference feature to disconnect the last party added. Use whenever you are using the handset and want to continue using it for another action after ending a call.

Hold Puts a call on hold until you can return to it. While a call is on hold, you can place another call, activate another feature, answer a waiting call, or leave your voice terminal to perform another task. Use when you have a call that you don't wish to drop, but which you have to interrupt briefly to do something else.

Intercom (Automatic/Dial) Gives you quick access to specified extensions. With Automatic Intercom, you can call a predetermined partner by pressing a single feature button. With Dial Intercom, you can call any member of a predetermined group of users by pressing a feature button and then dialing the group member's 2- or 3-digit code. Use to rapidly dial frequently called numbers.

Last Number Dialed Automatically redials the last number you dialed, either an extension or an outside number. Use to save time in redialing a busy or unanswered number.

Leave Word Calling (LWC) Leaves a message for another extension to call you back. The called party will be able to dial message service (e.g., attendant, AUDIX, covering user, etc.) to retrieve a short, standard message which gives your name and extension, the date and time you called, and the number of times you called. Use any time you wish to have someone call you back; it will help cut down on repeated call attempts.

Message Turns on your Message light to let you know that a caller has left a message. You can then follow your System Manager's local message retrieval procedures to get your message.

Mute Turns off the microphone of the built-in speakerphone or the handset. Use when you want to confer with someone in the room with you, but you do not want the other party on the call to hear your conversation.

Priority Calling Allows you to call another extension with a distinctive 3-burst ring to indicate that your call requires immediate attention. Use when you have important or timely information for someone.

Reset Speakerphone Initiates an acoustic test of the surrounding environment by using a series of tones. When the tones stop, your speakerphone has finished adjusting itself for optimal performance. It is now ready for use. Use whenever you move your voice terminal to a different location (even in the same room), or whenever the light next to [Speaker Reset Spkr] is fluttering. (For best results, use the Reset Speakerphone feature when the handset is on-hook.)

Select Ring Allows you to select your own personalized ring from among 8 available patterns. Use to distinguish your ring from that of other nearby voice terminals.

Self-Test Activates the lights, display, and ringer of your voice terminal. Use when you want to check if they are working properly.

Send All Calls Temporarily sends all your calls to the extension of a person designated to answer them when you cannot (perhaps a secretary or receptionist). Use when you will be away from your desk for awhile, or when you do not wish to be interrupted by phone calls.

Speaker Allows you to place calls or access other voice features without lifting the handset. However, in order to speak to the other party, you must use the handset (the speaker must be off). Use with feature activities that require *listening only*, such as on-hook dialing, monitoring calls on hold, and group listening situations.

Note: Your voice terminal has either the Speaker (listen-only) *or* the Speakerphone function. Check with the System Manager to see how your voice terminal is set.

Speakerphone Allows you to place and answer calls or access other voice features without lifting the handset. When used with [Select], the built-in speakerphone performs a test of the surrounding acoustic environment and adjusts itself for optimal performance. (See Reset Speakerphone.) Use the built-in speakerphone any time you prefer hands-free communication, both speaking and listening, or for group conference situations.

Note: Your voice terminal may be set for the Speaker (listen-only) rather than the Speakerphone (listen and speak) feature. Check with your System Manager.

Transfer Transfers a call from your voice terminal to another extension or outside number. Use when your caller needs to speak further with someone else.

Note: Calls from an outside number to your voice terminal can be transferred only to an extension, *not* to another outside number.

Voice Message Retrieval Gives you messages (via computerized voice) left for you through Leave Word Calling or as entered by a covering user. If authorized by your System Manager, you may also retrieve messages for one or more of your co-workers. Use to hear all messages received while you were away.

Display Features

Inspect Shows you call-related information for an incoming call when you are already active on a call. Use to identify and screen new calls.

Integrated Directory Searches for the extension of another user by allowing you to key in the user's name with the dial pad. Use as a handy quick reference source for extension number information.

Message Retrieval Allows you to retrieve messages left for you that have lit your Message light. Will also let you retrieve messages for other voice terminals not equipped with a display (if you are authorized as a systemwide message retriever by your System Manager). Use to quickly and conveniently check messages, even when you are already on a call.

Normal Identifies current call appearance, calling/called party, and calling/called number. Use to see who is calling you and, when placing a call, to verify the number you have dialed.

Stored Number Allows you to check the number stored on an Abbreviated Dialing button or as an item on an Abbreviated Dialing list. Also lets you see what number you last dialed (via Last Number Dialed feature). Use to verify Abbreviated Dialing list items before placing a call or reprogramming a number, and to make sure that Last Number Dialed is appropriate to use.

Time/Date Shows you the date and time. Use as a handy calendar and clock.

Timer Allows you to measure elapsed time. Use in order to keep track of time spent on a call or task.

How to Use the Features

The procedures that follow give short, step-by-step instructions for using each of the features. For your convenience, features are listed alphabetically.

Special Instructions

The first time you use these procedures, you will need to customize them for yourself by following the directions below. Your System Manager can supply the information required.

- To the right of each feature name is a box. For each feature that you have, mark a [] in the blank box as a reminder. (Voice features Conference, Drop, Hold, Message, Mute, the Select Button, Select Ring, Self-Test, and Transfer, and display feature Normal mode are already marked for you.) Ask your System Manager if your voice terminal is set for the Speaker (listen only) or the Speakerphone (speak and listen) feature, and then place a check in the box beside that feature also.

Note: If your voice terminal is set for the Speakerphone feature, you can also put a check in the box beside the Reset Speakerphone feature.

- To use a voice feature, you must have the handset off-hook unless you are instructed to remain on-hook in the procedures. You can activate and cancel most of the voice features by dialing 2- or 3-digit codes (if they are not already assigned to a button). In the blanks provided within the procedures, write in the feature code numbers.

As you operate the features on your voice terminal, keep in mind the following general rules.

- Follow carefully all the steps listed in the procedure for the particular feature you are using.
- Remember to press [**Select**] before attempting to use any of the bottom-labeled features on 2-level feature buttons.
- If you receive an **intercept tone** (high-pitched, alternating high and low tone) while attempting to operate any feature, you have taken too much time to complete a procedural step or have made a dialing error. Hang up, get dial tone, and begin again at Step 1.
- System 75 is available in more than one version. Some features, such as Abbreviated Dialing, Call Forwarding All Calls, Last Number Dialed, and Priority Calling operate slightly differently with Version 1, and possibly Version 2, than they do with later versions. If you are using Version 1 or 2 of the System 75 software, you should check the section titled **Troubleshooting** later in this guide before you use any of these 4 features.

Conventions

The following conventions are used in the procedures:

Gray Type

Procedural steps in gray type are steps that you should follow if you do not have a button assigned for the feature.

[xxxx]

This box represents a call appearance button, which is used exclusively for placing or receiving calls. The button has a red in-use light and a green status light and is labeled with an extension number (shown as xxxx).

[Feature] and

[Feature xxxx]

Each of these boxes represents a button that has a feature assigned to it. The button is labeled with the feature name, sometimes followed by an extension number or a person's name (shown as xxxx).

[handset tone]

The tone that appears in brackets after a step indicates what you should hear from your handset (or the speakerphone, if appropriate) after successfully performing that step. For a list of tones and their meanings, see the section titled **Tones and Their Meanings**.

[Display Information]

A white box containing the information that appears on your display screen.

For a list of glossary terms, see the section titled **Key Words to Know**.

Troubleshooting

Later in this guide you will find a short section on troubleshooting. Use the procedures listed here for problems that you may have in using your voice terminal.

Quick Reference Lists

At the end of this booklet is a set of quick reference lists. Use them to record your feature and trunk codes, Abbreviated Dialing personal list items, and frequently called miscellaneous extensions. Once you have completed the lists, remove the page from the booklet (tear along the perforation), and keep the lists near your voice terminal.

Voice Features

Abbreviated Dialing (AD)

To program/reprogram an AD button

Note: AD buttons must first be assigned by your System Manager.

- 1 On a separate sheet of paper, jot down the outside numbers, extensions, and/or feature codes you want to program

Note: Each AD button will hold one complete phone number or feature code.

- 2 Pick up handset

[dial tone]

Note: If you are using the built-in speakerphone, you must press a call appearance button, before you proceed to Step 3.

- 3 Press [Program] (if this button has been assigned to your voice terminal)
or Dial Program code _____

[dial tone]

- 4 Press [ADxxxx] to be programmed

[dial tone]

- 5 Dial outside number, extension, or feature code you want to program (up to 24 digits)

Note: If you are programming an outside number, be sure to include a trunk code, if applicable.

- 6 Press [#] (on the dial pad) or [ADxxxx] that you are programming [confirmation tone], [dial tone]

- Number is stored

- Repeat Steps 4-6 to program additional buttons

- 7 Hang up to end programming

To place a call using an AD button

- 1 Press selected [ADxxxx] [ringback tone]
 - Call is dialed (silently)

To program/reprogram an outside number, extension, or feature code into a personal list

Personal List 1	
<u>Item</u>	<u>Number</u>
1	9-555-4280 (home)
2	ext 6344 (guard)
3	9.919.755-0000 (print shop)
4	*60 (msg retrieved)

- 1 On a separate sheet of paper, jot down the outside numbers, extensions, and/or feature codes you want to program as items on your personal list(s) (see example to the left)

Note: Each phone number or feature code is stored as a separate item.

- 2 Pick up handset [dial tone]

Note: If you are using the built-in speakerphone, you must press a call appearance button, before you proceed to Step 3.

- 3 Press [Program] or Dial Program code _____ [dial tone]

- 4 Dial Personal List number (**1, 2, or 3**) [dial tone]

- 5 Dial list item (**1, 2, 3...**) [dial tone]

- 6 Dial number you want to program (up to 24 digits)

Note: If you are programming an outside number, be sure to include a trunk code, if applicable.

- 7 Press [#] [confirmation tone], [dial tone]

- Number is stored

- Repeat Steps 5-7 if you want to program additional items on the same list; press [Drop Test] and begin again at Step 1 if you want to program items on another list

- 8 Hang up to end programming

Note: Record your personal list items on the Abbreviated Dialing list in the back of this booklet; group, system, and enhanced lists can be obtained from the System Manager.

To place a call using a personal, group, system, or enhanced list

- 1 Dial appropriate AD list code:

- List 1 _____

- List 2 _____ [dial tone]

- List 3 _____

- 2 Dial desired list item (**1, 2, 3...**)

- Call is dialed [ringback tone]

Note: You can program a list code on one of your AD buttons for faster access to a list. To place a call, simply press the AD button and then dial the desired list item.

Automatic Callback



To automatically place another call to an extension that was busy, did not answer, or returned a call waiting ringback tone

1 Press [Auto Callback] during call attempt
[confirmation tone]

- Green light goes on steadily until callback is completed or canceled

Note: If you send your calls to coverage after activating Automatic Callback, your callback calls will still ring at your extension and will *not* be redirected to coverage.

2 Hang up

- You will get a 3-burst priority ring when the extension you attempted to call becomes available

Note: After you activate Automatic Callback, the system monitors the called extension. That extension becomes available after the called party completes a call.

3 Lift handset when you hear priority ring

- A call is automatically placed to the extension, which receives regular ringing

Note: Automatic Callback is automatically canceled after 30 minutes or if the callback call is unanswered.

To cancel Automatic Callback

1 Press [Auto Callback] again (while on-hook)
or Dial the Automatic Callback
Cancel code _____

[confirmation tone]

- Green light goes off

Bridging

To answer a bridged call

- 1 Press [xxxx] of bridged call

Note: If your voice terminal has Ringing Appearance Preference, this step is not necessary; you will automatically be connected to the call when you lift the handset.

To use Manual Exclusion to prevent other bridged terminals from entering a call (on a per call basis)

- 1 Press [Exclusion xxxx] while connected to the call

Note: Pressing [Exclusion xxxx] again reactivates bridging.

Call Coverage

To answer a call for a co-worker for whom you are a coverage point

- 1 Press [xxxx] of incoming call when ring begins or green light flashes

Note: If your voice terminal has Ringing Appearance Preference, this step is not necessary; you will automatically be connected to the call when you lift the handset. Also, the call is *not* at your voice terminal until the green light is flashing.

To leave a message for a co-worker to call the original caller's extension

- 1 Press [Coverage Callback] while connected to the call [confirmation tone]

Note: To leave a message for a co-worker to call *you*, activate Leave Word Calling instead.

To talk privately with co-worker after answering a redirected call

- 1 Press [Transfer] [dial tone]
 - Call is put on hold
- 2 Press [Consult] [priority ring to co-worker] or Dial co-worker's extension
Note: You can privately discuss the call at this time; if your co-worker is not available, press the fluttering [xxxxx] to reconnect to call.
- 3 Press [Transfer] again to send call to co-worker **or** press [Conference Ring] to make it a 3-party call

Call Forwarding All Calls

To temporarily redirect all calls to an extension or outside number of your choice

- 1 Press [Call Forward] or Dial Call Forward code _____ [dial tone]

Note: If you have console permission, next dial the extension number whose calls are to be forwarded; receive dial tone.

- 2 Dial extension or number where calls will be sent [confirmation tone]

Note: Some voice terminals have restrictions on where calls can be forwarded (see your System Manager).

- 3 Hang up

Note: You may hear a ring-ping tone from your voice terminal as each call is forwarded.

To cancel Call Forwarding

1 Press [Call Forward] again (while on-hook)
or Dial Call Forward Cancel code _____
[confirmation tone]

- Your calls will now ring at your own voice terminal

Call Park

To park a call at your extension (for retrieval at any extension)

Note: If a [Call Park] button has been assigned to your voice terminal, simply press [Call Park] and hang up; otherwise, follow the instructions below.

- 1 Press [Transfer] [dial tone]
- 2 Dial Call Park code _____ [confirmation tone]
- 3 Press [Transfer] again
 - Call is parked
- 4 Hang up

To return to a call parked at your extension

- 1 Press [Call Park]
or Dial the Answer Back code _____
and then your extension number

- You are connected to call

To retrieve a parked call from any extension

- 1 Pick up handset or press [Speaker Reset Spkr] [dial tone]
- 2 Dial Answer Back code [dial tone]
- 3 Dial extension number where call is parked [confirmation tone]

Note: If you receive intercept tone, parked call has been disconnected or retrieved by someone else.

Call Pickup

To answer a call placed to a member of your pickup group when your voice terminal is idle

- 1 Press [Call Pickup] or Dial Call Pickup code _____
 - Called voice terminal stops ringing
 - You are connected to ringing call

To pick up a call while you are active on another call

- 1 Press [Hold]
 - Present call is put on hold
 - Green light flutters
- 2 Press [Call Pickup]
 - Called voice terminal stops ringing
 - You are connected to incoming call

Note: To return to held call after completing pickup call, press fluttering [xxxx].

Conference



To add another party to a call (for a total of up to 6 parties)

- 1 Press [Conference_Ring] [dial tone]
 - Present call is put on hold, and you are given a new call appearance; all other parties remain connected to each other
- 2 Dial number of new party and wait for answer

Note: You can privately discuss the call with the new party at this time; if no answer or busy, press fluttering [xxxx] to return to held call.
- 3 Press [Conference_Ring] again
 - All parties are now connected
 - Repeat Steps 1-3 for additional conference connections

To add a call you've put on hold to another call you're connected to

- 1 Press [Conference Ring] [dial tone]
 - Held call light continues to flutter; current call light also flutters
 - You are given a new call appearance
- 2 Press [xxxxx] of call on hold (first call)
- 3 Press [Conference Ring] again
 - All parties are now connected

To drop the last party added to a conference call

- 1 Press [Drop Test]
 - Last party you added is dropped
 - You remain connected to other parties

Note: Parties other than the last one must disconnect to be released from the conference call.

Drop



To disconnect from a normal call and obtain dial tone without hanging up the handset

- 1 Press [Drop Test]

Note: If pressed during a conference call, the last party added will be dropped, and you will remain connected to the other parties.

Hold



To keep a call on hold while you answer another call, make a call, or perform some other task

1 Press [Hold]

- Green light flutters

Note: If you put a conference call on hold, the other parties remain connected.

To answer a new call while active on another

1 Press [Hold]

- Green light flutters

2 Press [xxxxx] of incoming call

- You are connected to incoming call

To return to held call

1 Press [xxxxx] of held call

- You are connected to held call

Note: If you are active on a call and you press the [xxxxx] of the held call, the active call will be dropped.

Intercom (Automatic/Dial)



To make a call to your predetermined Automatic Intercom partner

1 Press [Icom Auto xxx]

[ringback tone]

- Special intercom ring is sent

Note: If call is unanswered, press [Go to Cover] while call is ringing if you want to redirect it to coverage.

To dial a call to a member of your Dial Intercom group

1 Press [Icom Dial xxx]

[dial tone]

- Green light goes on steadily

2 Dial group member's 1- or 2-digit code

[ringback tone]

- Special intercom ring is sent

Note: If call is unanswered, press [Go to Cover] while call is ringing if you want to redirect it to coverage.

To answer any intercom call

1 Pick up handset

- You are connected to call

Note: If you are active on another call, first press [Hold], then press flashing [xxxxx].

Last Number Dialed

To automatically redial the last number you dialed (extension, outside number, or trunk/feature code)

1 Press [Last Dialed]
or Dial Last Number Dialed code _____
(up to 24 digits) _____ [ringback tone]

2 Wait for called party to answer

Leave Word Calling (LWC)

To leave a message *after* dialing an extension (when your call is not answered, you hear a coverage or busy tone, or you have been put on hold)

Note: To do this, you must have a [LWC] button.

1 Press [LWC] before hanging up your handset
[confirmation tone]

- Message light goes on at called voice terminal

Note: If reorder tone is heard, message is not stored; try again.

To leave a message without ringing an extension

1 Press [LWC]
or Dial Leave Word Calling code _____
[dial tone]

2 Dial extension _____ [confirmation tone]

- Message light goes on at called voice terminal

To cancel a Leave Word
Calling message

Note: You cannot cancel
a message left for an
AUDIX subscriber.

- 1 Press [Cancel LWC]
or Dial Leave Word Calling Cancel code
[dial tone]
- 2 Dial extension
[confirmation tone]
Note: If reorder tone is heard, message is not
canceled; try again.

Message



To retrieve a message
when your Message light
is on

- 1 See your System Manager for instructions regarding
your local message retrieval procedures. For
procedures for using the Voice Message Retrieval
feature, see "Voice Message Retrieval" later in this
section. For procedures for using the Message
Retrieval feature, see "Message Retrieval" in the
section titled **Display Features**.

Mute



Note: Use the Mute button in one of the following ways.

- If your voice terminal has the Speakerphone feature, use the Mute button to turn off the microphone associated with the built-in speakerphone *or* the handset.
- If your voice terminal has the Speaker (listen-only) function, the Mute button affects only the handset.

This feature has no effect on an external speakerphone attached to your voice terminal.

To prevent the other party from hearing you

- 1 Press [Mute]
 - Red light goes on and other party cannot hear you
- 2 When you are ready to resume conversation with the other party, press [Mute] again
 - Red light goes off and other party can hear you again

Note: When the voice terminal is set for the Speaker (listen-only) feature, the light next to [Mute] will go on whenever the speaker is activated.

The Mute feature turns off automatically when you hang up, or switch from the speakerphone to the handset or from the handset to the speakerphone.

Priority Calling

To place a priority call
(3-burst ring)

- 1 Press [Priority]
or Dial Priority Calling code _____
[dial tone]

- 2 Dial extension [ringback tone]
- 3 Wait for called party to answer

Note: If your call is not answered and you wish to redirect it to coverage, press [Go to Cover] while call is ringing.

To change a regular call into a priority call (when you hear a call waiting ringback tone)

- 1 Press [Priority]
- 2 Wait for called party to answer

Note: If you still receive a call waiting ringback tone, wait a few minutes and try again.

Reset Speakerphone

You can adjust the speakerphone to the surrounding room acoustics to provide optimal performance. Use the Reset Speakerphone feature in the following ways:

- Whenever you move your voice terminal to another place (even in the same room)
- Whenever the green light next to [Speaker Reset Spkr] flutters intermittently

Note: You may also use this feature when you are on a call in the unlikely event that your speakerphone makes a squealing noise during the call. When you press [Select] and [Speaker Reset Spkr], your speakerphone will adjust itself to normal for that call. (No tones will be heard.) When you hang up from the call, you need to use the Reset Speakerphone feature again to set your speakerphone for future calls.

You can initiate the Reset Speakerphone feature when your handset is on-hook, or during a call in which you are using the built-in speakerphone. (If a call is in progress, you will *not* hear the tones, and the new speakerphone adjustment is reset for *only* the duration of that call.)

Important: If there has been an interruption in power (such as, the system has just been powered up again, or you have plugged in the voice terminal at another location), the light next to [Speaker Reset Spkr] flutters intermittently until you reset the built-in speakerphone.

Remember that you can use the Reset Speakerphone feature *only* if your voice terminal is set for the Speakerphone feature (as opposed to the Speaker feature).

To adjust the speakerphone to the surrounding room acoustics

- 1 Press [Select]
 - Green light next to [Select] goes on steadily
- 2 Press [Speaker Reset Spkr]
 - Green light next to [Select] goes off
 - Green light next to [Speaker Reset Spkr] flutters intermittently
 - You hear a series of tones as the speakerphone performs an acoustic test of the environment. When the tones stop, your built-in speakerphone is ready for use.

Select Ring (and Ringer Volume)



To select a personalized ring

- 1 While on-hook, press [Select]
 - Green light goes on steadily
- 2 Press [Conference Ring]
 - Green light next to [Select] winks; current ringing pattern plays and repeats every 4 seconds
- 3 Continue to press [Conference Ring] to cycle through all 8 ringing patterns
- 4 When you hear the desired ringing pattern, press [Select] again
 - Your new ring is set; green light next to [Select] goes off

Note: If you receive a call, go off-hook, or lose power during selection, process is interrupted and you must start again. If you lose power *after* you have selected your personalized ring, you will have to select your ring pattern again.

To adjust the volume of the tone ringer on your voice terminal

- 1 To raise the volume, press the right half of the Volume control button labeled [Δ] ; to lower the volume, press the left half of the Volume control button labeled [∇]
 - Display shows [Ringer L > > > H]
(There are 8 possible volume settings. On the display, 1 arrow is the lowest setting, and 8 arrows is the highest setting)

Self-Test



To test the lights and ringer of your voice terminal

- 1 While on-hook, press [Select]
 - Green light goes on steadily
- 2 Press and hold [Drop Test]

The following occurs:

 - Ringer sounds; Message and Select Ring lights and two columns of lights directly above dial pad go on steadily for one second and then go off
 - First column of lights to right of dial pad goes on steadily for one second and then goes off
 - Second column of lights to far right of dial pad goes on steadily and then goes off
 - Display also goes on
- 3 Release [Drop Test] to end test
 - Ringer and lights return to pretest state; green light next to [Select] goes off

Note: If ringer or lights do *not* respond during test, notify your System Manager.

Send All Calls



To send all calls (except priority calls) immediately to coverage

- 1 Press [Send All Calls] (while on-hook)
or Dial Send All Calls code _____
[confirmation tone]

Note: You may hear a ring-ping tone from your voice terminal as each call is forwarded.

To cancel Send All Calls

- 1 Press [Send All Calls] again (while on-hook)
or Dial Send All Calls Cancel code _____
[confirmation tone]

Speaker

Note: Your voice terminal is set for either the Speaker (listen-only) or the Speakerphone (listen and talk) function. Check with your System Manager to see which of these two features you can use.

You can use the Reset Speakerphone feature *only if* your voice terminal is set for Speakerphone (listen and talk).

Use the following procedures if your voice terminal is set for the Speaker (listen only) feature.

To place a call without lifting the handset, or to use speaker with any listening-only activity (such as, monitoring a call on which you have been put on hold or for retrieving messages)

Note: In order for the other party to hear you, you must speak through the handset.

- 1 Press [Speaker Reset Spkr]
- 2 Place call or access selected feature
- 3 Adjust speaker volume if necessary
 - To raise the volume, press the right half of the Volume control button labeled [▲]; to lower the volume, press the left half of the Volume control button labeled [▼]
 - The display shows [Speaker L > > > H]
(There are 8 possible volume settings. On the display, 1 arrow is the lowest setting, and 8 arrows is the highest setting)

Note: If your voice terminal is set for the Speaker feature, the Mute feature is activated and the light next to [Mute] goes on whenever you use the speaker.

Pressing [Mute] while you are on a call using the handset affects only the microphone associated with the handset.

To mute the microphone associated with the handset so the other party cannot hear you

- 1 Press [Mute]
 - Red light goes on and other party cannot hear you
- 2 Press [Mute] again to resume talking to other party through handset
 - Red light goes off and other party can hear you again

To activate the speaker while using the handset

- 1 Press [Speaker Reset Spkr]
 - Green light next to [Speaker] and the red light next to [Mute] go on steadily
 - The speaker is active, and the handset is turned off.

To turn off the speaker and return to handset

- 1 Pick up handset
 - Green light next to [Speaker Reset Spkr] and red light next to [Mute] go off
 - Speaker goes off

To end a call
(while handset is on-hook
and only speaker is active)

- 1 Press [Speaker Reset Spkr]
 - Green light next to [Speaker Reset Spkr] and red light next to [Mute] go off

Speakerphone

Note: If you are uncertain whether your voice terminal is set for the Speaker button (listen-only) feature or the Speakerphone (listen and talk) feature, check with your System Manager.

Use the following procedures if your voice terminal is set for the Speakerphone (listen and talk) feature.

For directions on using the Reset Speakerphone feature, see “Reset Speakerphone” in this section.

To place/answer a call without lifting the handset,
or to use speakerphone with any feature

- 1 Press [Speaker Reset Spkr]
 - Green light goes on steadily
- 2 Place or answer call, or access selected feature
- 3 Adjust speakerphone volume if necessary
 - To raise the volume, press the right half of the Volume control button labeled [Δ]; to lower the volume, press the left half of the Volume control button labeled [∇]
 - The display shows [Speaker L > > > H]
(There are 8 possible volume settings. On the display, 1 arrow is the lowest setting, and 8 arrows is the highest setting)

Note: The Volume control does *not* affect an external speakerphone attached to your voice terminal.

To prevent other party from hearing you	Note: If the Speakerphone feature is not active, the Mute feature turns off the microphone associated with the handset (not the speakerphone).
	<ol style="list-style-type: none"> 1 Press [<u>Mute</u>] • Red light goes on and other party cannot hear you 2 Press [<u>Mute</u>] again to resume talking to party • Red light goes off and other party can hear you again
To change from speakerphone to handset	<ol style="list-style-type: none"> 1 Pick up handset and talk • Green light goes off next to [<u>Speaker Reset Spkr</u>]
To change from handset to speakerphone	<ol style="list-style-type: none"> 1 Press [<u>Speaker Reset Spkr</u>] • Green light goes on next to [<u>Speaker Reset Spkr</u>] 2 Hang up handset
To end a call	<ol style="list-style-type: none"> 1 Press [<u>Speaker Reset Spkr</u>] again to hang up • Green light next to [<u>Speaker Reset Spkr</u>] goes off

Transfer



To send present call to another extension or outside number	<ol style="list-style-type: none"> 1 Press [<u>Transfer</u>] [dial tone] • Present call is put on hold 2 Dial number that call is to be transferred to [ringback tone] • Remain on line and announce call; if no answer or busy, return to held call by pressing its [<u>xxxx</u>] 3 Press [<u>Transfer</u>] again • Call is sent to dialed number <p>Note: Only calls from another extension can be sent to an outside number; you <i>cannot</i> transfer a call from an outside number to another outside number.</p>
	<ol style="list-style-type: none"> 4 Hang up

Voice Message Retrieval



To retrieve your voice messages when your Message light is on

- 1 Dial the Voice Message Retrieval code _____ [dial tone]
- 2 Press [#] [voice prompting]

Note: Do *not* press [#] if calling from someone else's extension; instead, dial your own extension number and your security code, if required.

- 3 Move through the messages with these dial pad buttons:
(Press [#] to retrieve first message)

[#] NEXT (read next message)
[3] DELETE (erase from storage)
[4] HELP (request assistance)
[5] REPEAT (read message again)
[8] CALL (call back named extension)

Note: When you call back an extension with [8], be sure to also delete the message by pressing [3] before you press [8]; otherwise the message will remain in storage.

- 4 Hang up to end Voice Message Retrieval

To retrieve voice messages for a co-worker

- 1 Dial Voice Message Retrieval Coverage code _____ [dial tone]

- 2 Dial co-worker's extension [voice prompting]

Note: If you receive an intercept tone, see your System Manager for further instructions.

- 3 Move through the messages with dial pad buttons previously listed
- 4 Hang up to end Voice Message Retrieval

Display Features

Activating and Clearing the Display

Your display is *automatically* activated when you press a call appearance or feature button which requires displayed information. The display screen is usually cleared by pressing [Normal] but, for some features, the display automatically returns to normal mode after the information has been displayed for a predetermined number of seconds. To clear the display after using the Timer feature, you must press [Timer] a second time.

Normal Mode

In normal mode, the display shows call information for the current active call appearance button:

- When you dial an extension, that number is shown and then replaced by the called party's name and extension.
- When a call is received from another extension, the caller's name is shown; when a call is received from outside, [OUTSIDE CALL] or a trunk identifier is shown.
- The display remains in normal mode until you activate one of the other display features. After using any of these features, return to normal mode by pressing [Normal].

Inspect



To see who's calling
while on a call

1 Press [Inspect]

- Name and number of caller shown if from extension; [OUTSIDE CALL] or other trunk source shown if from outside
- The display screen automatically returns to display for present call

Note: New caller information is shown for 30 seconds when call is received.

To see who's on hold
while on a call

1 Press [Inspect]

2 Press [xxxx] of held call

- You remain connected to present call

3 Press [Normal] to exit Inspect mode

To answer new call
while on a call

- 1 Press [Normal] (if not already in normal mode)
 - Finish present call or put on hold
- 2 Press [xxxxx] of new call

Integrated Directory



To search directory
for a name

- 1 Press [Directory]
- 2 Key in selected name with dial pad:
last name, comma (use [*]), first name or initial
- 3 Press [Next Msg] for each successive directory name
you wish to see
 - To search for a new name, begin again at Step 1

To place call to
name shown

- 1 Lift handset [dial tone]
- 2 Press [ReturnCall] while name is shown

Note: You can also leave your handset on-hook.
The speakerphone will turn on automatically when
you press [ReturnCall].

To leave directory and
return to normal display

- 1 Press [Normal]

Message Retrieval



To see your messages
when your Message light
is on (while on-hook,
off-hook, or on a call)

- 1 Press [Msg Rtrv]
- 2 Press [Next Msg] to see first message (and then for
each following message)

To return a call to message sender	<ol style="list-style-type: none">1 Lift handset [dial tone]2 Press [<u>Call Disp</u>] while any part of message is shown <p>Note: You can also leave your handset on-hook. The speakerphone will turn on automatically when you press [<u>Call Disp</u>].</p>
------------------------------------	--

To erase a message	<ol style="list-style-type: none">1 Press [<u>Delete</u>] while any part of message is shown
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To see co-worker's messages (can be during call with co-worker)	<ol style="list-style-type: none">1 Press [<u>CvrMsgRtrv</u>]2 Dial co-worker's extension3 Press [<u>Next Msg</u>] to see first message (and then for each following message)
Note: You must first be designated as a systemwide message retriever, that is, have console permission administered by your System Manager.	

To return call for co-worker to displayed extension (while on call with another co-worker)	<ol style="list-style-type: none">1 Press [<u>Transfer</u>]<ul style="list-style-type: none">• Co-worker is put on hold2 Press [<u>Call Disp</u>] while any part of message is shown3 Press [<u>Transfer</u>]<ul style="list-style-type: none">• Co-worker is connected to call attempt
--	---

To erase a message	<ol style="list-style-type: none">1 Press [<u>Delete</u>] while any part of message is shown
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To leave Message Retrieval and return to normal display	<ol style="list-style-type: none">1 Press [<u>Normal</u>]
---	---

Normal



To return to normal display after using any display feature

- 1 Press [Normal]
 - Display will show call information for active call appearance

Stored Number



To see number stored on an AD button

- 1 Press [Stored]
- 2 Press selected [AD xxxx]
 - Stored number shown
- 3 Press [Normal] to return to normal display or repeat Step 2 to see another stored number

To see number stored as a list item

- 1 Press [Stored]
- 2 Lift handset [dial tone]
- 3 Press selected [Pers List] or [Gp List] or [Sys List] or, if you can use an Enhanced List, press selected [Enhcd List] or Dial appropriate AD List code:
 - List 1 _____
 - List 2 _____
 - List 3 _____
- 4 Dial selected list item (1, 2, 3...)
 - Stored number shown
- 5 Hang up
- 6 Press [Normal] to return to normal display or begin again at Step 2 to see another stored number

To see the number you last dialed

- 1 Press [Stored]
- 2 Press [LastDialed] or Dial Last Number Dialed code _____

Time/Date

To see date and time

1 Press [Date Time]

- Time is displayed on the lefthand side of the bottom line
- After a few seconds, display returns to normal mode in which only the time appears

Timer

To see elapsed time
(hours, minutes, seconds)

1 Press [Timer]

- Green light goes on

2 Press [Timer] again to stop timer and clear display

- Green light goes off

Tones and Their Meanings

Ringing tones are produced by an incoming call. **Handset tones** are those which you hear through the handset (receiver).

Ringing Tones

- **1 ring**— A call from another extension.
- **2 rings**— A call from outside or from the attendant.
- **3 rings**— A priority call from another extension, or from an Automatic Callback call you placed.
- **ring-ping (half ring, not repeated)**— A call redirected from your voice terminal to another because Send All Calls or Call Forwarding All Calls is active.

Handset Tones

- **busy tone**— A low-pitched tone repeated 60 times a minute; indicates the number dialed is in use.
- **call waiting ringback tone**— A ringback tone with a lower-pitched signal at the end; indicates that the extension called is busy, but the called party has been given a call waiting tone.
- **call waiting tone**— One, two, or three beeps of high-pitched tone, not repeated; indicates an incoming call is waiting to be answered. Number of beeps designates the source: 1 for an internal call, 2 for an outside or attendant call, 3 for a priority call.
- **confirmation tone**— Three short bursts of tone; indicates a feature activation or cancellation has been accepted.
- **coverage tone**— One short burst of tone; indicates your call will be sent to another extension to be answered by a covering user.
- **dial tone**— A continuous tone; indicates dialing can begin.
- **intercept/time-out tone**— An alternating high and low tone; indicates a dialing error, a denial of the service requested, or a failure to dial within a preset interval (usually 10 seconds) after lifting the handset or dialing the previous digit.
- **recall dial tone**— Three short bursts of tone followed by a steady dial tone; indicates the feature request has been accepted and dialing can begin.
- **reorder tone**— A fast busy tone repeated 120 times a minute; indicates all **trunks** are busy.
- **ringback tone**— A low-pitched tone repeated 15 times a minute; indicates the number dialed is being rung.

Troubleshooting

Problem	Solution
A feature doesn't work as noted in the book.	<ol style="list-style-type: none">1 Reread the procedure and try again.2 For many features you must <i>lift the handset</i> before you can use the feature.3 Check with your System Manager to be sure this feature is administered on your voice terminal.4 You may have an older version of the System 75 software so that some features may have slight differences from the procedures described in this guide. Check the section below on "Version Notes" for ways in which these features work differently.
There are no Feature Codes (such as Call Forward code or Send All Calls code) written in the appropriate blanks in this guide.	See your System Manager for a list of Feature Codes for features assigned to your voice terminal. Then, write the codes in this guide.

Problem	Solution
There's no dial tone.	<ol style="list-style-type: none">1 Check with your System Manager to be sure your voice terminal is administered correctly.2 Make sure that the handset and line cords at your voice terminal are securely connected at both ends.3 Find a working voice terminal of the same type as your own. Unplug this voice terminal from its modular wall jack. Plug your voice terminal into that jack and check if it gets dial tone.4 If your voice terminal still does not work, plug the working voice terminal (of the same type) into your modular wall jack. If the working voice terminal has dial tone, your own voice terminal is faulty. See your System Manager.

Problem	Solution
The telephone doesn't ring.	<ol style="list-style-type: none"> 1 Set the ringer volume to a higher level. 2 Place a test call from another extension to your extension. 3 Check the line cord to make certain that it is securely connected at both ends. 4 If there is still a problem, see your System Manager.
The lights do not go on next to the buttons.	<ol style="list-style-type: none"> 1 Check the line cord to make certain that it is securely connected at both ends. 2 If there is still a problem, see your System Manager.

System 75 Version Notes

If you have Version 1 or 2 of System 75, some features may work a little differently than noted in this guide. The following list explains the slight differences in these features.

Note: If you are uncertain what version of the System 75 software your business is using, check with your System Manager.

Feature	System 75 Version	Changes in Feature Operation
Abbreviated Dialing	If you are using Version 1	You can store up to 16 digits rather than 24 digits.
	If you are using Version 1 or 2	You cannot use an Enhanced List.
Call Forwarding All Calls	If you are using Version 1 or 2	You cannot forward someone else's calls.
Last Number Dialed	If you are using Version 1	You can store up to 16 digits rather than 24 digits.
Priority Calling	If you are using Version 1 or 2	You cannot change a regular call into a priority call.

Key Words to Know

activate To begin or turn on the operation of a feature.

attendant The person who handles incoming and outgoing calls at the main console.

AUDIX Audio Information Exchange, an optional voice mail and message service that provides coverage for calls to you by recording callers' messages and reporting Leave Word Calling messages.

call appearance A button used exclusively to place, receive, or hold calls. It has an assigned extension number and is equipped with a red in-use light and a green status light.

console permission The authorization (from your System Manager) to initiate Call Forwarding All Calls for an extension other than your own.

coverage Automatic redirection of calls from an unanswered phone to another phone. Redirection could be to the extension of a receptionist, secretary, co-worker, AUDIX, or message center. A person who provides coverage is a **covering user**.

DEFINITY Communications System Generic 1 and Generic 3 The AT&T switch to which you may be connected. (Your voice terminal may be connected to System 75 instead.) DEFINITY Generic 1, Generic 3, and System 75 are communications systems which transmit and receive voice and data signals for all communications equipment in your network.

dial pad The 12 pushbuttons that you use to dial a number and access features.

enhanced list One of the 4 types of Abbreviated Dialing lists; programmable only by the System Manager. Contains phone numbers useful to all system members, and stores each of those numbers as a 3-digit list item.

extension A dialing number of 1 to 5 digits assigned to each voice terminal connected to your DEFINITY Generic 1, Generic 3, or your System 75.

feature A special function or service, such as Conference, Hold, Send All Calls, etc.

feature code A dial code of 1, 2, or 3 digits that you use to activate or cancel the operation of a feature.

group list One of the 4 types of Abbreviated Dialing lists; programmable only by the System Manager. Contains phone numbers useful to members of a specific group, and stores each of those numbers as a 2-digit list item.

handset The handheld part of the voice terminal that you pick up, talk into, and listen from. Also known as the **receiver**.

message retriever A person authorized by the System Manager to retrieve messages for other users.

off-hook When the handset is removed from the cradle (e.g., when you lift the handset to place or answer a call).

on-hook When the handset is left on the cradle.

party A person who places or answers a call.

personal list One of the 4 types of Abbreviated Dialing lists; programmable by the System Manager or by you, the user. Contains phone numbers of your choice, and stores each of them as a single-digit list item.

personal list item One of the 10 available slots on an Abbreviated Dialing personal list. The first nine personal list items are given digits 1 to 9, with 0 for the tenth item.

pickup group A group of voice terminal users who can answer calls for each other through the Call Pickup feature. Group members are determined by the System Manager and are usually located in the same work area or perform similar job functions.

priority call An important or urgent call that sends a special 3-burst ring.

program/reprogram To use your dial pad to assign a phone number to a personal list item or an [AD xxxx] button for Abbreviated Dialing.

reset the speakerphone To use [Speaker Reset Spkr] to perform an acoustic test of the surrounding environment and adjust the speakerphone for optimal performance.

retrieve To collect phone messages with the Message or Voice Message Retrieval features. (Also, with Call Park, to resume a call from an extension other than the one where the call was first placed or received.)

ringer The device that produces the electronic ringing sound in your voice terminal.

stored number A telephone number that has been programmed and stored as a 1-, 2-, or 3-digit list item for use with Abbreviated Dialing. It can be a complete or partial phone number, an extension number, or a trunk or feature code. Once programmed, a number can be accessed by first dialing the list, then the list item digit(s) under which it is stored; if the number is stored on an [AD xxxx] , the number can be accessed by simply pressing that button.

switch The device that makes connections for all voice and data calls for a network, and also contains software for features. Also known as a **system**, **switching system**, or **PBX** (private branch exchange). (Your switch is either an AT&T **DEFINITY Communications System Generic 1, Generic 3, or System 75**.)

system list One of the 4 types of Abbreviated Dialing lists; programmable only by the System Manager. Contains phone numbers helpful to all system users, and stores each of those numbers as a 2-digit list item.

System Manager The person responsible for specifying and managing the operation of features for all the voice and data equipment in your network.

System 75 The AT&T switch to which you may be connected. (Your voice terminal may be connected to DEFINITY Communications System Generic 1 or Generic 3 instead.) System 75, DEFINITY Generic 1, and Generic 3 are communications systems which transmit and receive voice and data signals for all communications equipment in your network.

trunk A telecommunications channel between your switch and the local or long distance calling network. Trunks of the same kind connecting to the same end points are assigned to the same **trunk group**.

trunk code A dial code of 1, 2, or 3 digits that you dial to access a trunk group to place an outside call.

voice terminal A telephone equipped with an array of specially designed features (e.g., self-test mode, administrable buttons, etc.) and functional capabilities that distinguish it from a conventional telephone.

Quick Reference Lists

Feature Codes	
Feature	Code
ABBREVIATED DIALING List 1	
List2	
List 3	
Program	
CALL FORWARDING ALL CALLS	
Cancel	
CALL PARK	
Answer Back	
Feature	Code
CALL PICKUP	
LAST NUMBER DIALED	
LEAVE WORD CALLING	
Cancel	
PRIORITY CALLING	
SEND ALL CALLS	
Cancel	
VOICE MESSAGE RETRIEVAL	
Coverage	

Trunk Codes		Abbreviated Dialing*			
Description	Code	Item No.	Personal List 1	Personal List 2	Personal List 3
			Name	Name	Name
		1			
		2			
		3			
		4			
		5			
		6			
		7			
		8			
		9			
		0			

Miscellaneous	
Description	Extension
Attendant	

* You may have as many as 3 personal lists, and each list can have either 5 or 10 items; see your System Manager

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